FAIRFAX AREA AGENCY ON AGING

VOLUNTEER JOB DESCRIPTION

POSITION TITLE: Meals on Wheels Volunteer Group Coordinator
     for Fairfax City Area

PROGRAM: Home-Delivered Meals

AREA OF RESPONSIBILITY:

♦ **Goal:** Assist frail or convalescing homebound, older adults in receiving the Home-Delivered Meals Service in a designated geographic area of the county.

♦ **Tasks:**

1. Accept new client referrals by phone or e-mail sometime during business hours, Monday through Friday.

2. Contact new clients to explain policies and procedures related to meal delivery and payment for cost of meals.

3. Contact food provider to arrange start up or cancellation of meal service for clients.

4. Make a route card with pertinent client data and directions to the client's home.

5. Organize route book for volunteer drivers to allow for new clients added to the route or removed from the route. This will involve trips to the institution preparing the food.

6. Keep track of weekly meal count (number of meals prepared by food provider) and communicate this information weekly to group treasurer.

7. Maintain client confidentiality.

8. Consult with Home-Based Care staff person if client appears to have other problems that need attention.

TIME COMMITMENT:

- Prefer minimum one-year commitment to the program.

- Person needs to be reachable by phone or e-mail during the day in order to accept referrals or cancellations from Home-Based-Care staff person

- Coordinators average approximately fifteen hours per month in performing tasks

QUALIFICATIONS:

- Good telephone presence/communication skills.

- Understanding of elderly issues/concerns particularly pertaining to homebound elderly.

- Organizational skills.

- Flexibility.

VOLUNTEER BENEFITS:

- Coverage under the County's secondary liability insurance program.

- Mileage reimbursement for business related to arranging for meal service or delivery of meals to clients.

- Regular issues of Volunteer Vibes.

TECHNICAL SUPPORT: Jan Kikuchi
Coordinator of Home-Based Care Program
Area Agency on Aging